GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:3886
ANSWERED ON:09.08.2017
Reducing Customer Base of MTNL
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Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government has an estimate of reducing consumer base of MTNL in Delhi and Mumbai and if so, the details thereof during each of the last three years and the current year;

(b) the reasons for poor signal strength across the cities of Delhi and Mumbai; and

(c) the measures taken by the Government to revive the dwindling customer base?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) The details of subscriber base of Mahanagar Telephone Nigam Limited (MTNL) is as under:
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Status as on Landline Mobile (GSM)
Delhi Mumbai Total Delhi Mumbai Total
31.03.14 16,01,789 19,27,013 35,28,802 22,71,638 9,73,451 32,45,089
31.03.15 16,09,278 19,42,393 35,51,671 23,13,943 11,69,523 34,83,466
31.03.16 16,15,433 18,88,655 35,04,088 23,18,460 12,42,396 35,60,856
31.03.17 16,01,487 18,60,887 34,62,374 23,27,203 13,00,117 36,27,320
30.06.17 15,86,330 18,47,835 34,34,165 23,20,627 13,02,170 36,22,797
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(b) MTNL is meeting all network related benchmarks of Quality of Service (QoS) prescribed by Telecom Regulatory Authority of India (TRAI) for mobile services in Delhi and Mumbai.

(c) MTNL is taking following measures to further improve the telecom services and increase its customer base:
For landline/broadband services-
1. Upgradation/Rehabilitation of external plant.
2. Regular change of drop wires to make it joint free.
3. Change of faulty instrument/ Modems.
4. Installation of DSLAM (Digital Subscriber Line Access Multiplexer) nodes near the subscriber premises to reduce loop length.

5. Monitoring at different stages so that faults can be attended at the earliest.
6. Regular check of subscribers wiring.
7. Close coordination with other agencies during digging work to avoid damage to underground cables.
8. The theft prone routes are being patrolled in the night. Cable theft alarms are being installed on primary cables.
9. Fault clearance process has been made customer friendly. System generated SMS is being sent to concerned lineman after allotment of fault.

For Mobile service-
1. Expansion of 3G network by adding 1080 3G-BTS in MTNL, Delhi.
2. Upgradation of existing 3G network in MTNL Delhi and Mumbai to make it a high speed network of "HSPA+version" . After the proposed upgradation, the customers will get a download speed of 21.1Mbps & upload speed of 5.76 Mbps.
3. Introduction of new frequency plan.
4. Optimization of cell level parameters.
5. Preventive maintenance to minimize the hardware faults.
6. On line monitoring of Base Transceiver Station (BTS) outages.
7. Optimization of Radio Frequency (RF) network regularly.

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